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March 24, 2006

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Attn: Thomas A. Dixon  
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FROM: Andre L. MaraisOUR REF: 2046.087US1TELEPHONE: 571-272-6803FAX NUMBER (571) 273-8300

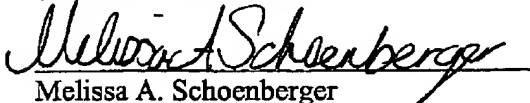
\* Please deliver to Examiner Thomas A. Dixon in Art Unit 3639. \*

Document(s) Transmitted: Request for Withdrawal as Attorney or Agent (1 pg.).Total pages of this transmission, including cover letter: 2 pgs.

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In re. Patent Application of: Richard Ney et al.Examiner: Thomas A. DixonSerial No.: 09/379,385Group Art Unit: 3639Filed: August 23, 1999Docket No.: 2046.087US1Title: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA  
FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION  
SYSTEM

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<b>REQUEST FOR WITHDRAWAL AS ATTORNEY OR AGENT AND CHANGE OF CORRESPONDENCE ADDRESS</b>	Application Number	09/379,385
	Filing Date	August 23, 1999
	First Named Inventor	Richard Ney
	Art Unit	3839
	Examiner Name	Thomas A. Dixon
	Attorney Docket Number	2046.087US1

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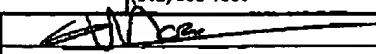
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